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## PART II-A

### GOVERNMENT OF MEGHALAYA ORDERS BY THE GOVERNOR

#### NOTIFICATIONS

The 29th November, 2006.

#### MEGHALAYA STATE ELECTRICITY REGULATORY COMMISSION

**The Meghalaya State Electricity Regulatory Commission (Appointment and Conditions of Service of Officers and Staff) Regulations, 2006**

**(REGULATION 5 OF 2006)**

(Published in the Gazette of Meghalaya issue dated 7th December, 2006).

**Notification No.MSERC/Regn 5/2006.** In exercise of the powers conferred on it by sub-section (2) of section 181 read with sub-section (3) of section 91 of the Electricity Act, 2003 the Meghalaya State Electricity Regulatory Commission with the approval of the Government of Meghalaya hereby makes the following regulations, the same having been previously published in the Gazette of Meghalaya of issued dated October 19, 2006,(Part IIA, page 190-91), namely -

#### 1. **Short title and commencement**

- (1) These regulations may be called the Meghalaya State Electricity Regulatory Commission (Appointment and Conditions of Service of Officers and Staff) Regulations, 2006.
- (2) They shall come into force on the date of their publication in the Gazette of Meghalaya.

#### 2. **Definitions**

In these regulations, unless the context otherwise, requires –

- (a) “Commission” means the Meghalaya State Electricity Regulatory Commission;
- (b) “Schedule” means the Schedule appended to these regulations;
- (c) “State Government” means the Government of the State of Meghalaya.

#### 3. **Categories and number of posts and scales of pay**

- (1) The categories of posts in the office of the Commission and qualifications of person for being eligible for appointment shall be as specified in columns (1) and (3) of the Schedule.
- (2) At the commencement of these regulations the number of and the scales of pay attached to the posts shall be as specified in columns (2) and (5) of the Schedule.
- (3) In addition to the scales of pay, all allowances as are applicable to employees of the State Government of corresponding grades shall apply to employees of the Commission.

**4. Mode of appointments**

Appointment to posts of Secretary and of Finance and Accounts Officer and all other posts shall be made by taking persons on deputation and in the event of suitable persons not being available direct recruitment will be resorted to.

**5. Appointment on contract basis**

(1) In case a necessity arises requiring specialised or expert knowledge for dealing with a particular matter or subject the Commission may engage persons of requisite qualification and experience and on such terms as it may decide.

(2) The period of such engagement shall not exceed one year at a time.

**6. Officers on deputation**

Notwithstanding anything contained in the Schedule, in case of officers and staff appointed on deputation, the terms and conditions of deputation relating to pay and allowances shall apply to such officers and staff.

**7. Conduct, leave, travel and other benefits.**

(1) The rules and orders of the State Government governing reservation shall apply to recruitment in the Commission.

(2) Rules and orders of the State Government governing conduct, leave, discipline, medical attendance, travel and any other aspect of service shall apply *mutatis mutandis* to all employees of the Commission.

**8. Disciplinary authority.**

In case of employees other than the Secretary, the Secretary of the Commission shall be the disciplinary authority and the Chairman the appellate authority and in the case of the Secretary, the Chairman shall be the disciplinary authority.

**9. Appointments made before the making of the regulations**

Any appointment made prior to the coming into force of these regulations shall be deemed to have been made under the provisions of these regulations.

**10. Interpretation**

Any case requiring interpretation of any of the provisions of these regulations shall be referred to the Commission and its decision thereon shall be final.

**T. DKHAR,**  
Secretary

Meghalaya State Electricity Regulatory Commission

**SCHEDULE****[See regulations 2(b), 3(1) & 3(2)]**

<b>Posts (1)</b>	<b>Number of posts (2)</b>	<b>Minimum educational qualifications (3)</b>	<b>Preference (4)</b>	<b>Scales of pay (5)</b>
Secretary	1	Graduate degree from a recognised university	Persons who have held the posts of Deputy Secretary or equivalent in the State Government or has had more than ten years' experience of working in any Public Authority as a Group A Officer.	10650-325-15850
Finance & Accounts Officer	1	Graduate degree in Commerce from a recognised university with not less than five years' experience in cost accountancy and book keeping	Persons with working experience in accounts services of Government or any Public Authority possessing the prescribed educational qualifications.	6350-225-7700-EB-240-9380-250-11130
Stenographer (Grade II)	2	Graduate degree from a recognised university with a speed of not less than 120 words per minute in shorthand and having computer knowledge.	Persons already holding the post of Stenographer (Grade II) or those with 3 years experience of working as a Stenographer, (Grade III) in Government or in any Public Authority.	4900-130-5680-EB-140-6800-150-8300
Lower Division Assistant-Cum-Typist	1	Graduate degree from a recognised university with a typing speed of not less than 30 words per minute and having computer knowledge	Persons with the necessary qualifications already holding an equivalent post in Government or in any Public Authority	3100-70-3520-EB-80-4160-90-5060
Driver	1	Class VIII passed from a recognised school and possessing a valid driving license	—	2900-60-3260-EB-70-3820-80-4620
Peon	2	Class VIII passed from a recognised school	—	2440-40-2650-EB-50-3080-60-3680
Chowkidar	1	Class VIII passed from a recognised school	-	2440-40-2650-EB-50-3080-60-3680

**MEGHALAYA STATE ELECTRICITY REGULATORY COMMISSION****The Meghalaya State Electricity Regulatory Commission (Determination of Tariff) Regulations, 2006  
(Regulation 6 of 2006)**

(Published in the Gazette of Meghalaya issue dated 7th December, 2006.)

**NOTIFICATION**

**No.MSERC/Regn 6/2006.** In exercise of the powers conferred by sub-section (2) of section 181 read with section 64 of the Electricity Act, 2003 and all powers enabling it in that behalf the Meghalaya State Electricity Regulatory Commission hereby makes the following regulations, the same having been previously published in the Gazette of Meghalaya of issued dated October 19, 2006 (Part II A pages 185-87), namely –

**1. Short title and commencement**

- (1) These regulations may be called the Meghalaya State Electricity Regulatory Commission (Determination of Tariff) Regulations, 2006.
- (2) They shall come into force on the date of their publication in the Gazette of Meghalaya.

**2. Definitions**

- (1) In these regulations, unless the context otherwise requires –
  - (a) “Act” means the Electricity Act, 2003;
  - (b) “Commission” means the Meghalaya State Electricity Regulatory Commission;
  - (c) “tariff application” means the application as referred to in regulation 3 for the determination of tariff and “applicant” shall be construed accordingly;
  - (d) “tariff order” means the order determining the tariff by the Commission under regulation 5;
- (2) Words not defined in these regulations but defined in the Act shall have the meanings assigned to them in the Act.

**3. Application for determination of tariff**

- (1) For determination of tariff for any financial year, a generating company or a licensee, as the case may be, shall, by the last day of November of the year preceeding, make its tariff application to the Commission.
- (2) A fee of Rs 5,00,000 shall be paid for each application.
- (3) In the case of a new generating company the application shall be made at least three months before commercial operation commences and in the case of a new licensee not later than one month after the licence has been granted.
- (4) In addition to the information included in the application, the generating company or the licensee as the case may be, shall furnish such further information as may be called for by the Commission.

**4. Publication of the application**

1. The generating company or the licensee, as the case may be, after it has filed its tariff application and furnished all necessary clarifications to the Commission, shall publish its application in abridged form in one of the local papers having wide circulation in its area of operation.
2. The abridged form referred to in sub-regulation (1) shall contain, *inter alia*, -

- (a) the summary of the tariff proposals;
  - (b) the salient features of the generation plant or of the transmission system or the distribution network as the case may be;
  - (c) the capital cost and the depreciation value of existing assets, if any;
  - (d) the source of financing of any new project;
  - (e) the area and time schedule of operation;
  - (f) subsidy to be provided;
3. Any person or association of persons interested may, within thirty days from the date of publication of the application, send its objections or suggestions to the Commission for its consideration.

**5. Determination of tariff**

1. For the determination of tariff, the Commission shall hear the applicants and may also give an opportunity to the person or association of persons who have sent in their objections or suggestions to elicit their views on the tariff proposals.
2. After considering the tariff application and proposals and hearing the parties concerned, the Commission shall within a period not exceeding one hundred and twenty days from the receipt of the application, by an order determine the tariff and different tariff may be determined for different areas of operation.
3. The tariff so determined shall remain in force for the period of a financial year:

Provided that for reasons to be recorded the Commission may order that the tariff shall continue for such further period not exceeding one year as it may decide.

4. On the determination by the Commission, the generating company or the licensee, as the case may be, shall publish the tariff so determined in one of the local newspaper having wide circulation in the area of operation.
5. No generation company or licensee shall-
  - (a) before the tariff has been determined, commence commercial operations unless the Commission by special order so permits; or
  - (b) recover charges more than the tariff determined by the Commission and shall refund any excess amount recovered, if any, to the person concerned along with interest at bank rate.

**6. Multi-year tariff**

The Commission may adopt multi-year tariff principles for the determination of tariff and may require the applicant to furnish such relevant information as may be determined essential for this purpose.

**7. Power to review**

1. In case of any error apparent on the face of the records the Commission may on its own motion or otherwise review the tariff order.
2. The generating company or the licensee, if it is aggrieved on the ground the tariff order was passed under a mistake of fact or ignorance of any material fact may, within a period of sixty days from the passing of the tariff order, file a petition before the Commission for review of the order and the Commission shall pass such orders thereon.

**8. Proceedings before the Commission**

All hearings, decisions taken and orders passed under these regulations shall be deemed to be proceedings before the Commission.

**9. Use of the information**

The Commission shall have the right to use the information submitted by an applicant or to publish it if it considers it necessary to do so.

**10. Powers to remove difficulties**

If any difficulty arises in giving effect to any of the provisions of these regulations the Commission may, in order to remove the difficulty, do or direct that such things be done as are not opposed to the spirit of these regulations.

Secretary  
Meghalaya State Electricity Regulation Commission

**THE MEGHALAYA STATE ELECTRICITY REGULATORY COMMISSION****The Meghalaya Electricity Supply Code, 2006****(REGULATION 7 OF 2006)**

(Published in the Gazette of Meghalaya issue dated 7th December, 2006)

**NOTIFICATION**

**No. MSERC/Regn7/2006.** In exercise of the powers under sub-section (2) of section 181 read with section 50 of the Electricity, Act, 2003 and all powers enabling it in that behalf, the Meghalaya State Electricity Regulatory Commission hereby makes the following Code, the same having been previously published in the Gazette of Meghalaya of issue dated October 19, 2006, Part IIA, pages 195-99), namely –

**1. Short title and commencement**

1. This Code may be called the Meghalaya Electricity Supply Code, 2006.
2. It shall come into force on the date of its publication in the Gazette of Meghalaya.

**2. Definitions**

In this Code, unless the context otherwise requires –

- (a) “Act” means the Electricity Act, 2003;
- (b) “Code” means the Meghalaya Electricity Supply Code, 2006;
- (c) “Commission” means the Meghalaya State Electricity Regulatory Commission;
- (d) “consumption” mean consumption of electricity and the word ‘consumer’ shall be construed to mean a consumer of electricity;
- (e) “electricity charges” means charges payable for electricity consumed, calculated at rates specified by the Commission excluding any tax, duty or cess payable under any law;
- (f) “licensee” means a person who has been granted a licence to distribute electricity under the Act.
- (g) “rural areas” means areas notified as such from time by the Commission for the purpose of this Code.

**3. Classification of supply**

Supply of electricity of low tension (LT) high tension (HT) and extra high tension (EHT) electricity is as classified hereunder and shall be maintained as such.

Connected Load	Character of supply	Classification
Upto 5 KW	230 volts single phase AC, 50 c/s depending upon availability of voltage and supply	LT
Above 5 KW and upto 50 KW	400 volts and above, 3 phase 4 wire AC, 50 C/s depending upon availability of voltage and supply	LT
Above 50 KW	11 KV and above including 33 KV, 3 Phase 3 wire AC, 50 C/S depending upon availability of voltage and supply	HT
5000 KW and above	132 KV and above 3 phase 3 wire AC, 50 C/S depending upon availability of voltage and supply	EHT

#### **4. Categorisation of supply**

Consumption of electricity is categorised as follows, that is –

(A) Domestic consumption, which includes consumption –

- (a) for lighting, heating, cooling, fans and other household appliances in a private dwelling house;
- (b) in temples, churches, mosques, gurudwaras and other places of religious worship;
- (c) in hospitals, dispensaries, health centres run by Government or by charitable, religious or social organisations on a no-profit or non-commercial basis;
- (d) in schools, colleges, hostels boarding houses for students run by Government or by charitable, religious or social organisations on a no-profit or non commercial basis; and
- (e) in ashrams, dharamsalas, community halls and institutions run by recognised welfare organisations.

(B) Commercial consumption, which includes consumption –

- (a) in shops, banks, hotels, restaurants, cinema halls, petrol pumps, garages and other commercial and business establishments;
- (b) in nursing homes, dispensaries, pathological laboratories, x-ray clinics and other such commercial establishments;
- (c) in fairs and exhibitions and for signboards and hoardings; and
- (d) other consumption not falling under any other category under the clause.

**Note** – Where a connection serves both domestic and commercial purposes, the consumption shall be classified as commercial.

(C) Industrial consumption, which includes consumption in factories and other industrial or manufacturing establishments.

(D) Public service consumption, which includes consumption –

- (a) in government and district council offices, municipal boards municipal corporations and other local bodies;
- (b) for street lighting, park lighting and traffic signal systems.

#### **5. Recovery of electricity charges**

- (1) Electricity charges shall be recovered by the licensee from a consumer in the manner specified under this Code.
- (2) Electricity charges shall be calculated and recovered as per rates specified from time to time by the Commission.
- (3) In rural areas, where a franchisee is engaged for collection of electricity charges, a franchisee fee not exceeding five percent over the rates fixed for a dwelling or a cluster of dwellings may be recovered over and above the electricity charges due.

#### **6. Electricity bills**

- (1) Electricity bills shall be prepared by the licensee on a bi-monthly basis. The forms in which the bill will be issued will be finalised by the licensee in consultation with the Commission. The format will contain the name and address of the consumer, his account or consumer no., details of the current reading, applicable tariff, amount due, due date and taxes or cess levied by the Government. The reverse of the bill will contain information of particular interest to the consumer



and shall include instructions of how payment is to be made. Relevant extracts from the regulations will also be included.

2. The bills shall be sent to the consumer, giving him not less than fifteen days' time before the due date, for making the payment.
3. For payment made after the due date a late fee of two and a half percent of the gross amount of the bill is leviable :

**7. Advance payment of electric bills**

A consumer will have the option to make advance payment towards future consumption of electricity for a maximum period of twelve months. The form to be prescribed for availing this facility will be finalised by the licensee in consultation with the Commission.

**8. Erroneous bills and complaints**

1. If a consumer disputes the correctness of the amount shown in the bill he shall make a complaint to the licensee on or before the date due for payment of the bill.
2. If the complaint relates to the amount being in excess of the normal consumption, the consumer shall enclose photo copies of the bills of the preceding six months along with the complaint application.
3. The licensee shall examine the complaint and, if the complaint is found to be correct, issue a revised bill giving the consumer not less than seven days' time to pay.
4. If the meter is found to be defective or the reading is erroneous the licensee shall prepare a revised bill based on the average consumption of the preceding six months.
5. Excess amount paid, if any, by the consumer pertaining to the bill in dispute shall be adjusted against subsequent bills.

**9. Meter reading card**

- (1) The licensee shall maintain a meter reading card where meter readings taken from time to time shall be recorded.
- (2) The meter reading card shall be kept at the premises of the consumer.

**10. Advance or special reading of meters**

- (1) In case a consumer leaves or vacates the premises he may make a request to the licensee for arranging an advance or special reading of the meter.
- (2) The request shall be made not less than ten days from the date intended and the licensee shall arrange for a reading to be taken.

**11. Right to enter and check**

The licensee or any person duly authorised by him at any time between 9.00 A.M. and 6.00 P.M. of the day enter upon the land or premises of a consumer –

- (1) to read meters and note down the readings; and
- (2) to inspect, test, repair remove and replace the supply lines, meters, apparatus or things as may be found necessary.

**12. Right to check unauthorised use**

If the licensee has reasons to believe that any supply line, meter or apparatus is tampered with, distressed, damaged or used in an unauthorised way, he or any person duly authorised by him may enter, inspect, test and to do such things as may be lawfully required for removal of the breach or unauthorised use.

**13. Application and conditions for supply of electricity**

- (1) An application for supply of electricity by an owner or an occupier of a premises shall be accompanied by a fee of rupees two hundred and a test report. The application form and the test report form will be finalised by the licensee in consultation with the Commission. For industrial consumption the fee will be one thousand rupees and the application form and test report form will be prescribed by the licensee in consultation with the Commission.
- (2) Where, subject to the provisions of the Act, supply is given, the licensee will levy a fee of rupees two thousand for each connection in the case of domestic or commercial consumers, and rupees ten thousand in the case of industrial consumers.
- (3) The cost of poles, overhead supply lines, meters, plant and equipment shall be borne by the consumer along with any other miscellaneous expenses as may be necessary.
- (4) The licensee shall prepare an estimate of the cost involved and send it to the applicant consumer for payment before the service line is laid.
- (5) Equipment connected with the supply and not belonging to the consumer shall be property of the licensee.

**14. Temporary supply**

- (1) Temporary supply may be provided to a premises, hall, field or place for purpose of marriage receptions, fairs, and sporting events or for social or religious festivals the duration of which is not to exceed thirty days in each case.
- (2) The provisions of paragraph 13 of this Code shall apply for temporary supply.
- (3) Electricity tariff for temporary connection shall be specified by the Commission.

**15. Payment of security**

A consumer shall pay a security amount equivalent to the average of two months charges for the load applied for by the consumer. This will be adjusted in six equal instalments:

Provided that in the case of temporary supply, a lump-sum charge as specified by the Commission shall be payable.

**16. Disconnection of supply**

- (1) If a consumer neglects or refuses to pay the electric bills for a period of one month from the due date the licensee shall serve him a notice of fifteen clear days and disconnect the electric supply after the notice period expires.
- (2) If after disconnection, the consumer pays the amount of the bills due within one month of disconnection, the licensee shall restore the supply without any extra payment.

**17. Change of name of consumer**

- (1) For change of name of a consumer the licensee shall transfer the connection to the new owner or the new occupier of the premises, as the case may be. The application for the change shall:-
  - (a) in case of sale, lease or transfer, be accompanied by proof of ownership and
  - (b) in case of change of occupancy, be accompanied by a letter of consent from the transferer or a no-objection certificate from the owner of the premises.

**18. Centres for payment of electric bills and sale of meters.**

- (1) The licensee shall set up centres for payment at convenient places within his area of supply where consumers shall pay the electric bills and shall once a year in January publish the location of such centres for public information.

- (2) The licensee shall make arrangements to sell and repair electric meters within their area of supply.

**19. Maintenance of supply**

- (1) It shall be the duty of the licensee to take all measures to provide and maintain uninterrupted supply of electricity to the consumers except in circumstances created by circumstances beyond the control of the licensee.
- (2) Where supply has to be shut down for repair or testing of the lines or equipment, the licensee shall give due and prior notice of the time and period of the shut down through the media.

**20. Information and assistance**

The licensee shall once a year in January publish in two newspapers having circulation in his area of supply, preferably one being in local language of the area, information relating to –

- (a) the setting up of assistance and services cells, their location, jurisdiction and functions;
- (b) instructions to help prevent mishaps and precautions to be taken;
- (c) authorities to hear grievances and complaints; and
- (d) acts construed as offences under electricity laws, rules and regulations.

**21. Savings**

The system or procedure adopted by a licensee existing prior to the coming into force of this Code may continue to be followed for a period not more than 180 days.

**22. Power to remove difficulties**

1. If the Commission is satisfied that there are genuine difficulties in the implementation of any of the provisions of this Code it may relax the provisions to such extent and subject to such conditions as it may decide.
2. Any matter relating to, but not adequately covered, by this Code shall, if necessary, be taken up by the Commission and its decision thereon shall be final.

**T. DKHAR,**  
Secretary

Meghalaya State Electricity Regulatory Commission

**THE MEGHALAYA STATE ELECTRICITY REGULATORY COMMISSION****The Meghalaya State Electricity Regulatory Commission (Standards of Performance) Regulations, 2006.****(REGULATION 8 of 2006)**

(Published in the Gazette of Meghalaya issue dated 7th December, 2006)

**NOTIFICATION**

**No. MSERC/Regn 8/2006.** In exercise of the regulatory powers conferred under sub-section (2) of Section 181 read with Sections 57 and 59 of the Electricity Act, 2003 and all powers enabling it in that behalf the Meghalaya State Electricity Regulatory Commission hereby makes the following regulations the same having been previously published in the Gazette of Meghalaya of issue dated October 19, 2006 (Part IIA pages 192-95), namely –

**1. Short title and commencement**

- (1) These regulations may be called the Meghalaya State Electricity Regulatory Commission (Standards of Performance) Regulations, 2006.
- (2) They shall come into force on the date of their publication in the Gazette of Meghalaya.

**2. Definitions**

- (a) "Act" means the Electricity Act, 2003;
- (b) "Commission" means the Meghalaya State Electricity Regulatory Commission;
- (c) "licensee" means a person who has been granted a license to distribute electricity under the Act;
- (d) "regulations" means the Meghalaya State Electricity Regulatory Commission (Standards of Performance) Regulations, 2006;
- (e) "rural areas" means the areas notified as such from time to time by the Commission;
- (f) "Schedule" means the schedule appended to these regulations; and
- (g) "standards of performance" means the performance required of a licensee under regulation 3;

**3. Standards of Performance**

- (1) A licensee is required to achieve at least the minimum standards of performance specified in Schedule I.
- (2) For failing to achieve the standards of performance set out in column 2 of Schedule I a licensee will be liable to pay to the consumer the amount specified in column 3.

**4. Relaxation of the standards of performance**

The standards of performance in the Schedule I, may be relaxed by general or special order of the Commission in case of war, civil commotion, flood, cyclone, lightning, strike, lockout or circumstances beyond the control of the licensee.

**5. Complaints**

- (1) A person affected by any shortfall in the standards of performance may make a complaint to the licensee through a written note, personal contact, telephone call or otherwise and the licensee shall arrange to acknowledge the complaint and record it serially noting the date and time of its receipt, the nature of the complaint and the approximate time for the defect to be set right.
- (2) If there is a shortfall in the performance of the licensee, the affected person may make a claim to the licensee in Form A for the amount specified in Schedule I.

**6. Levels of performance**

A licensee shall in the month of January furnish to the Commission information for the previous year in the form prescribed in Schedule II specifying the number and nature of complaints received during the preceding calendar year, and the extent and time which the complaint have been attended to and set right and the amounts paid for cases of shortfall in performance.

**7. Power to remove difficulties**

- (1) If the Commission is satisfied that there are genuine difficulties in the implementation of any of the provisions of these regulations it may relax the provisions to such extent and subject to such conditions as it may decide.
- (2) Any matter relating to but not adequately covered under these regulations shall, if necessary, be referred to or taken up by the Commission and its decision thereon shall be final.

Secretary  
Meghalaya State Electricity Regulatory Commission.

**SCHEDULE I**

[Regulations 3, 4 and 5 (2) of the MSERC (Standard of Performance) Regulations 2006]

Nature of service.	Time schedule for setting the fault or breakdown right/disposing of the applications.	Amount payable for not adhering to the time schedule to be counted immediately after the last hour.
(1)	(2)	(3)
<b><u>Defects</u></b>		
(i) Fuse break downs	Within 6 hours (T/A)* Within 24 hours (R/A)**	Rs. 20 per hour
(ii) Supply line break downs.	Within 10 hours (T/A) Within 48 hours (R/A)	Rs. 20 per hour
(iii) Transformer failure	Within 24 hours (T/A) Within 72 hours (R/A)	Rs. 20 per hour
(iv) Metering defects	Within 10 days (T/A) Within 30 days (R/A)	Rs. 20 per hour
(v) Billing defects	Within 5 days (T/A) Within 10 days (R/A)	Rs. 20 per day
<b><u>Applications</u></b>		
(vi) for new supply connection	Within 7 days (T/A) Within 14 days (R/A)	Rs 100
(vii) for additional supply connection	Within 5 days (T/A) Within 10 days (R/A)	Rs 100
(viii) for changing phase of service connection	Within 5 days (T/A) Within 10 days (R/A)	Rs 100
(ix) for change of name of consumer	Within 3 days (T/A) Within 7 days (R/A)	Rs 20 per day
(x) erection of transformers/ substations	Within 30 days (T/A) Within 60 days (R/A)	Rs 500 per day

\* Town area, \*\* Rural area.

**SCHEDULE II**

(Information relating to levels of performance)

[Regulation 6 of the MSERC (Standards of Performance) Regulations, 2006]

1. Period of the information : From 1.1.\_\_\_\_\_ to 31.12.\_\_\_\_\_
2. Total number of complaints received : (Town areas) \_\_\_\_\_Nos
3. Total number of complaints attended to : (Rural areas) \_\_\_\_\_Nos
4. Amount paid due to shortfall in performance.
5. Categories of complaints or applications.

Categories	In Town Areas	In Rural Areas	Time taken to set right the breakdown or to dispose of the application
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Defects

- (i) Fuse breakdowns.
- (ii) Supply line breakdowns.
- (iii) Transformer failures.
- (iv) billing defects.

Applications.

- (v) for new supply connection
- (vi) for additional supply connection
- (vii) for changing phase service connection
- (viii) for change of name of consumer.

## FORM 'A'

Application for claiming amount for shortfall in performance

[Regulation 5 (2) of the MSERC (Standards of Performance) Regulations, 2006]

1. Name and address of the Consumer :
2. Consumer number :
3. Complaint number :
4. Nature of complaint :
5. Date and time of lodging the complaint :
6. Standard time set for the fault to be set right/for the application to be disposed of :
7. Actual time taken by the licensee *vis-a-vis* time set as per item 6 :
8. Amount claim for shortfall in the performance of service by the licensee :
9. Name and address of the licensee :

Signature of the consumer

To

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

ACKNOWLEDGMENT BY THE LICENSEE

Received from \_\_\_\_\_(Name and address), Consumer Number \_\_\_\_\_, application No \_\_\_\_\_ dated \_\_\_\_\_ claiming amount of Rs. \_\_\_\_\_ only for shortfall in the performance of service by the licensee.

Licensee  
(with seal)